


ROUTING AND TRANSMITTAL SLIP		Date
		APR 1983
TO: (Name, office symbol, room number, building, Agency/Post)		Initials Date
1.	Jean / Secretary to	
2.	D/OOP	
3.	2000 Hqs.	
4.		
5.		
Action	File	Note and Return
Approval	For Clearance	Per Conversation
As Requested	For Correction	Prepare Reply
Circulate	For Your Information	See Me
Comment	Investigate	Signature
Coordination	Justify	

REMARKS

Returning to you —

 has a copy
 for her records.
 Thanks.

DO NOT use this form as a RECORD of approvals, concurrences, disposals, clearances, and similar actions

FROM: (Name, org. symbol, Agency/Post)	Room No.—Bldg.
	Phone No.

5041-102

OPTIONAL FORM 41 (Rev. 7-76)
 Prescribed by GSA
 FPMR (41 CFR) 101-11.206

ROUTING AND RECORD SHEET

SUBJECT: (Optional)

Topics for D/CO, D/ODP Meeting with Wang

FROM: Chief, OC-ED

EXTENSION

NO.

OCE-M83-081

DATE

18 MAR 1983

TO: (Officer designation, room number, and building)

DATE

RECEIVED

FORWARDED

OFFICER'S INITIALS

COMMENTS (Number each comment to show from whom to whom. Draw a line across column after each comment.)

1. D/CO

18 MAR 1983

2.

3.

4.

5.

A-EXO

24 MAR 1983

D/CO, ED

6.

C/MS

J/MS

A point paper can be prepared for each paragraph if needed for presentation. Specific examples can be cited and vu-graphs prepared as you require.

Internally the Agency communications on Wang needs streamlining, but we should not discuss this with Wang.

Chief, ED

7.

D/ODP

24 MAR 1983

G

Action: File 8 April 83

1 to 7:

Comments for your consideration. Pls have your people talk with

8.

[Redacted]

5

APR 1983

5 April

AMV

9.

C/ WPB/ED/ODP

10.

11.

12.

13.

14.

15.

to define or provide additional support.

[Redacted]



OCE-M83-081

15 MAR 1983

TO: Director of Communications

FROM:
Chief, Engineering Division, OC

SUBJECT: Topics for D/CO, D/ODP Meeting with Wang

Based on our experience, the following topics warrant discussion with Wang management:

1. Communications with non-Wang systems is so limited as to preclude the use of Wang in any but a very limited communications environment. For example, the Alliance asynchronous communications package is so cumbersome that it is being redesigned to provide adequate performance. Communications options have been slow to develop and still do not meet the expected goals. Its use as a communications terminal in any but the smallest applications is impossible because even a large Wang system will not allow adequate processing of normal message functions. On this subject, Wang seems bound to acknowledge only an all-Wang environment making interface to existing systems unnecessarily difficult. Other systems do and will continue to exist.

2. Wang's reluctance to provide information on their product has hindered key developments. In the case of IROC, five months was spent in getting approval to share interface information and agreeing to a confidentiality statement. At the last minute Wang augmented that agreement in an unacceptable way and the information was withheld. Similarly with the data base encryption project, Wang is reluctant to provide necessary information. It required two months to obtain answers to written questions about VS performance after three months of discussion failed. This area is a major impediment to use of Wang in anything but a very limited application - stand-alone word processing.

3. There is evidence that as systems become loaded - files filled and concurrent users expanded - they slow down and response times become unacceptably long. Developers should be alert to this problem and seek remedies and provide advice on how to avoid it.

4. Adaptability to new tasks is cumbersome. While we want to minimize customization, it should not be as difficult as it is, given that commercial microprocessors are used.

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5. Where equipment is installed and maintained by Agency personnel at remote sites, every problem of hardware or software failure, procedural complexity or degraded performance is exaggerated by the difficulty of finding a remedy. It is imperative that the quality assurance program remain tight, that documentation be clear and that maintenance aids be appropriate to the level of complexity of the systems. In particular, restoration of system operations after a failure by a system administrator who cannot telephone for help must be considered in developing recovery procedures and documentation.

6. Wang has been very helpful in supporting our efforts to use the VS/Mailway product. The product was over-sold and efforts have been directed to overcoming shortcomings. It has been effective and appreciated and should lead to expanded use of the VS system. Perhaps it should be more the model for customer/vendor relationships which might lead to further business.

STAT

